Prince Edward Island
Public Service Commission

Annual Report
2012 - 2013

Prince Edward Island
CANADA
Public Service Commission

Building a strong public service
for all Islanders

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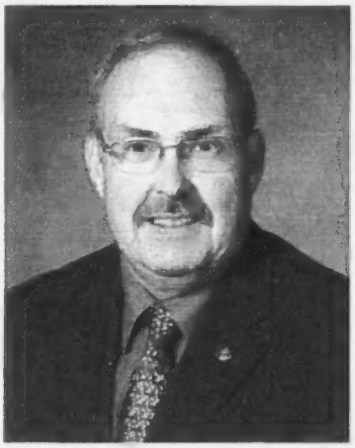
Message from the Chief Executive Officer



Dear Minister Sheridan and PSC Board Members:

It is with pleasure that I provide you with the annual report of the PEI Public Service Commission (PSC) for the year 2012-2013. The dedication, skills, and abilities of the PSC staff is certainly impressive.

The Public Service Commission co-ordinates all corporate and human resource functions within the public sector on PEI. As a corporate agency, the Commission interacts daily with all sectors within the PEI government and provides valuable services to all departments.

Early in 2012, corporate government functions such as human resource management, finance, budget and payroll were gradually migrated to a centralized model. Staff were resilient through this change and the effectiveness of this model has proven positive resulting in increased consistency in human resource policies and practices as well as continued good service to the client departments.

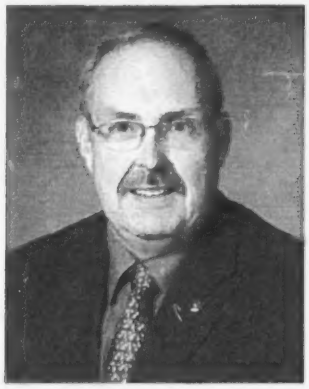
The Public Service Commission provides critical services to all sectors of the government of PEI and is dedicated to *building a strong public service for all Islanders.*

Respectfully submitted,

Aidan Sheridan, CEO

PEI Public Service Commission

Message du directeur général



Monsieur Sheridan et membres de la CFP,

Je suis heureux de vous fournir le rapport annuel de la Commission de la fonction publique de l'Î.-P.-É. pour l'année 2012-2013. Le dévouement, les compétences et les habiletés du personnel de la CFP ne sont rien de moins qu'impressionnants.

La Commission de la fonction publique coordonne toutes les fonctions d'administration et de ressources humaines au sein du secteur public de l'Î.-P.-É. En tant qu'agence-société, la Commission est en relation quotidienne avec tous les secteurs du gouvernement de l'Î.-P.-É. et fournit de précieux services à tous les ministères.

Au début de l'année 2012, les fonctions administratives du gouvernement telles que la gestion des ressources humaines, les finances, les budgets et les services de paie ont graduellement été migrés vers un modèle centralisé. Le personnel a fait preuve de résilience pendant ce changement et l'efficacité de ce modèle a donné de résultats positifs, assurant une meilleure cohérence dans les politiques et pratiques de ressources humaines ainsi que de bons services aux ministères clients comme auparavant.

La Commission de la fonction publique offre des services essentiels à tous les secteurs du gouvernement de l'Î.-P.-É. et s'engage à *bâtir une fonction publique forte pour tous les Insulaires.*

Le tout respectueusement soumis,

Aidan Sheridan, DG
Commission de la fonction publique de l'Î.-P.-É.

The PEI Public Service Commission Board Members

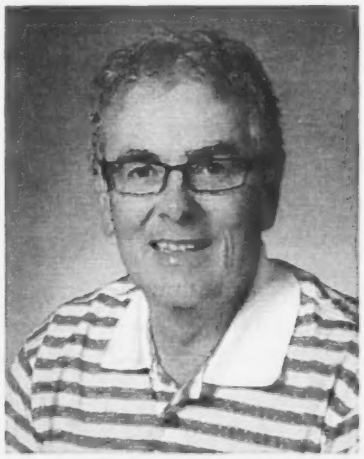
Carl Lafford (Chair)

Mr. Lafford is a retired Federal Government employee. His work experience over the years spans from labourer, consultant and manager. He has been a volunteer and an active member of the Island community. His appointment to the PEI Public Service Commission Board is for a five year term, effective from February, 2013. Mr. Lafford is married with two adult children and resides in Charlottetown, PEI.

Rita Ryan-Sabada

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board is for a five year term, effective from January, 2012.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI.



Bob Kenny

Bobby Kenny retired from the Provincial Civil Service in 2011 after thirty seven years of service. His experience included positions as a property assessor, staffing officer, along with management positions in tax administration and human resources. He is currently an active participant on a number of Provincial and Federal Boards. His appointment to the PEI Public Service Commission Board is for a five year term, effective October, 2012.

Mr. Kenny is married with one daughter and resides in Charlottetown, PEI.

Executive Summary

The 2012-2013 fiscal year was one of substantial change for the Public Service Commission. These changes demonstrated the resilience of the PSC by not only adapting well to the changes but by using the transition period to further improve the delivery of human resource management programs and services.

The most significant change resulted from the horizontal reviews conducted in 2011-2012 to identify options for the most effective delivery of corporate services. All human resource services including human resource managers, human resource assistants and payroll were centralized within the PSC, with assigned department service portfolios. To respond to these changes a new division was formed, Human Resource Management and Labour Relations Division which is also responsible for corporate Occupational Health and Safety of employees.

Another major transition was the re-integration of civil learning and development services under the PSC. In the last quarter of this fiscal year the PSC undertook to develop a framework to guide learning and development initiatives for the next five years, recognizing the changing demographics of the civil service work place and the changing nature of public service and its clients.

Over the past two years, the Employee Assistance Program partnered with the "Lifeworks" program to provide a variety of on-line resources and services as well as access to 24/7 toll free counseling services. In February 2013 this partnership was completed. Brochures were distributed and on-line information updated to ensure that employees were aware of the change to the EAP program and services.

The PSC mandate is largely established through legislation. Continuing with the change theme for this fiscal year, several legislation revisions necessitated prompt responses by PSC work sections. The anticipated full enactment of the *French Language Service Act* required Departments, with the support of the PSC, to be proactive in preparing for the enactment by continuing to assess how to best meet the service delivery requirements for clients. The PSC is providing at least quarterly reports to departments on the status of bilingual designated positions to assist them in their business and human resource planning. In addition, a web based blended learning program was provided to a limited number of employees who were at advanced French language proficiency levels and able to work independently in order to improve their language capacity.

Amendments were made to the *Occupational Health and Safety Act* Regulations which required revisions in training and education content as well as the frequency and criteria for which employees should receive the training. The OH&S section worked with external training providers and departments to ensure that the appropriate training was provided in a timely fashion.

An innovative pilot project was carried out by the Staffing Section to explore the feasibility of an equivalency model for hiring qualifications for Health and Civil excluded positions, except for regulated professions. This equivalency model is intended to increase the ability of organizations to hire the most capable applicant(s) for a position. If the pilot is successful, then the model may be extended for non-regulated unionized positions in the future.

Commitment to employee engagement and performance management were demonstrated throughout this year. Communications and preparations were made throughout the early part of the year to prepare for the third cycle of the Employee Survey initiative, which began in November with the administration of the survey. The results showed that the employee engagement index of 70.6 per cent ,which was down slightly from previous years, still indicated a good level of engagement.

Related to engagement and the achievement of organizational results, an enhanced performance management planning framework was launched in February of 2013. The underlying message of this framework is "performance managed daily" with the expectation that every employee will meet at least annually to complete a performance management plan and learning plan.

Negotiations for several collective agreements progressed throughout this fiscal year, as did the ongoing upgrade to the payroll and HR management system. These types of initiatives are critical components of an agile work force, that is able to work with current technology to deliver programs and services.

In summary, the Public Service Commission was successful in adapting to many changes and in advancing many new initiatives throughout the spectrum of human resource management. The accomplishments for this period have established a good foundation for the next fiscal year.

Résumé

La Commission de la fonction publique (CFP) a vécu des changements importants au cours de l'année financière 2012-2013. La CFP s'est montrée à la hauteur, non seulement en s'adaptant à ces changements, mais aussi en profitant de la transition pour améliorer la prestation des programmes et services de gestion des ressources humaines.

Le changement le plus important est survenu à la suite des examens horizontaux effectués en 2011-2012 pour déterminer quels seraient les moyens de prestation les plus efficaces en matière de services ministériels. Tous les services en matière de ressources humaines (dont les gestionnaires des ressources humaines, les adjoints en ressources humaines et le système de paie) ont été confiés à la Commission en affectant des portefeuilles aux ministères. Afin de gérer ces changements, la CFP a créé la Division de la gestion des ressources humaines et des relations de travail. La santé et la sécurité au travail relèveront également de la nouvelle division.

La CFP a vécu une autre transition importante en se réappropriant les services d'apprentissage et de perfectionnement offerts à l'ensemble de la fonction publique. Au cours du dernier trimestre, la Commission a entrepris l'élaboration d'un cadre qui guidera la mise en oeuvre des initiatives d'apprentissage et de perfectionnement pour les cinq prochaines années. Ce cadre tiendra compte des changements démographiques au sein de la fonction publique, de son évolution constante et des besoins changeants de ses clients.

Pendant les deux dernières années, le Programme d'aide aux employés s'est associé au programme MieuxVivre pour offrir un éventail de services et de ressources en ligne. Ce partenariat, qui a pris fin en février 2013, donnait également accès à des services de counseling gratuits 24 heures sur 24. Des dépliants ont été distribués et l'information a été mise à jour en ligne pour veiller à ce que les employés soient au courant des changements apportés aux programmes et services du Programme d'aide aux employés.

Le mandat de la CFP est en grande partie défini par les lois. Au cours de l'année, la modification de plusieurs lois a suscité une réaction rapide de diverses sections de la Commission. Dans le cadre de la mise en oeuvre intégrale imminente de la *Loi sur les services en français,* les ministères ont dû se préparer activement en évaluant les besoins de leurs clients en matière de prestation de services et en déterminant les meilleurs moyens d'y répondre. Afin d'appuyer les ministères dans ce processus, la CFP leur fournit un rapport sur l'état des postes désignés bilingues au moins une fois par trimestre pour faciliter la planification des activités et des ressources humaines. En outre, un nombre limité d'employés capables de travailler de façon autonome en français (niveau avancé) ont profité d'un programme d'apprentissage mixte offert sur le Web pour améliorer leurs capacités langagières.

Le règlement de la *Occupational Health and Safety Act (loi sur la santé et la sécurité au travail)* a été modifié pour apporter des changements aux sections sur la formation et la sensibilisation, ainsi que sur la fréquence et les critères de la formation donnée aux employés. La Division de la santé et de la sécurité au travail a collaboré avec des prestataires de formation externes et les ministères pour veiller à ce que la formation appropriée soit donnée en temps opportun.

La Division de la dotation a mené un projet pilote intéressant lui permettant d'explorer la faisabilité d'une table d'équivalences pour les critères d'embauche des postes exclus dans les domaines de la santé et de la fonction publique (à l'exception des professions réglementées). Ce modèle d'équivalence vise à faciliter l'embauche des candidats les plus qualifiés pour un poste. Si le projet pilote se réalise avec succès, le modèle pourrait être adopté pour les postes syndiqués non réglementés à l'avenir.

Tout au long de l'année, l'accent a été mis sur l'engagement des employés et la gestion du rendement. Vers le début de l'année, des communications et d'autres mesures ont été mises sur pied en amont du troisième sondage auprès des employés. Les résultats du sondage administré en novembre ont révélé que l'indice d'engagement des employés se chiffrait à 70,6 pour cent. Quoique ce chiffre soit un peu plus bas que celui des années précédentes, il représente quand même un bon niveau d'engagement.

En ce qui concerne l'engagement et la réalisation de résultats organisationnels, un nouveau cadre de planification a été lancé en février 2013 pour la gestion du rendement. Le cadre en question privilégie la gestion du rendement au quotidien et prévoit un minimum d'une rencontre annuelle avec chaque employé pour créer un plan de gestion du rendement et un plan d'apprentissage.

Les négociations de plusieurs conventions collectives se sont poursuivies au cours de l'année financière, tout comme la mise à jour graduelle du système de paie et de gestion des ressources humaines. Ce type d'initiative est un élément essentiel d'une main-d'oeuvre qualifiée et veille à ce que celle-ci soit en mesure d'utiliser les technologies modernes pour livrer ses programmes et services.

En résumé, la Commission de la fonction publique a réussi à s'adapter aux nombreux changements et à lancer plusieurs nouvelles initiatives liées à l'ensemble de la gestion des ressources humaines. Les réalisations accomplies lors de cette période forment une base solide pour la prochaine année financière.

Premier's Long Term Service Award Recipients
Récompenses du premier ministre pour longs états de service

The Public Service Commission organizes and coordinates the Long Term Service Recognition Program which honours employees who have completed 20, 25, 30 and 35 years of continuous service with the provincial public service.

Premier Robert Ghiz hosted luncheons for the 37 employees with 20 years continuous service, 53 employees with 25 years continuous service, 27 employees with 30 years continuous service and 20 employees with 35 years of continuous service. A total of 137 employees were invited to the luncheons.

La CFP organise et coordonne le programme de reconnaissance de longs états de service qui rend hommage aux employés qui comptent 20, 25, 30 et 35 ans de service ininterrompu au sein de la fonction publique provinciale.

Le premier ministre Ghiz a organisé des déjeuners pour les 37employés ayant 20 années de service continu, 53 employés ayant 25 années de service continu, les 27 employés ayant 30 années de service continu et les 20 employés ayant 35 années de service continu.

20 years / 20 ans

Premier Robert Ghiz with recipients of the Long Term Service Award, 20 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 20 ans.

25 years / 25 ans

Premier Robert Ghiz with recipients of the Long Term Service Award, 25 years
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 25 ans.

30 years / 30 ans

Premier Robert Ghiz with recipients of the Long Term Service Award, 30 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 30 ans.

35 years / 35 ans

Premier Robert Ghiz with recipients of the Long Term Service Award, 35 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 35 years

1. The Public Service Commission Role and Vision

The PEI Public Service Commission (PSC) provides human resource leadership and services that support public service excellence and capacity to deliver government's programs and services. Through the *Civil Service Act* we are mandated to provide advice, assistance, programs and services in the following areas:

- human resource planning
- employer/employee relations
- employee and organization learning and development (including French language training and diversity management programs)
- human resource processes and systems (including staffing, classification, and payroll administration)
- human resource legislation, regulation, policy and collective agreements
- employee health, safety and well being

We fulfill this mandate by working with commitment to deliver services which are timely, reliable, useful, and cost effective for both government departments and residents of PEI.

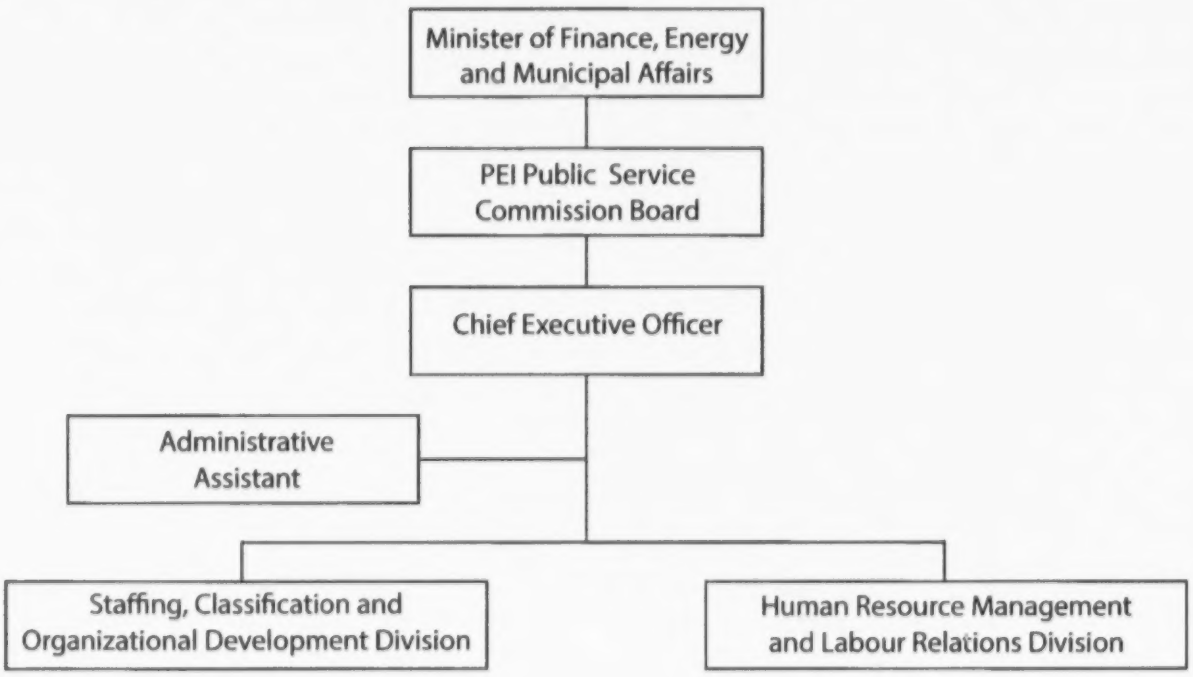
Our work addresses factors that are impacting on the human resource capacity of the public service to support government's goals and priorities. The work reflects the vision of the Public Service Commission.

Building a strong public service for all Islanders

The Prince Edward Island public service is recognized for its dedication in providing excellent programs and services to the residents of Prince Edward Island as well as colleagues and partners of the provincial public service.

The PEI Public Service Commission strives to be a model employer which provides a safe and healthy work environment that promotes and supports learning, diversity, collaboration and innovation to successfully deliver human resource services.

2. Public Service Commission Organizational Chart


Minister of Finance, Energy and Municipal Affairs
PEI Public Service Commission Board
Chief Executive Officer
Administrative Assistant
Staffing, Classification and Organizational Development Division
Human Resource Management and Labour Relations Division

1. Staffing and Recruitment
2. Classification
3. Human Resource Planning
4. Diversity Management
5. Learning and Development
6. Employee Assistance Program
7. Training and Development Funds
8. French Language Training

1. Human Resource Management
2. Labour Relations
3. Payroll
4. Administration
5. Human Resource Management System
6. Occupational Health and Safety

3.0 Divisional Reports 2012/2013

The organization structure presented in Section 2 of this report was in place for the Public Service Commission until January 2013 . At that time, as a result of a horizontal review, directed by Executive Council, one new division was formed. The responsibilities for each division are described below.

Staffing, Classification and Organizational, Development Division

- Staffing and Recruitment
- Classification
- Human Resource Planning
- Diversity Management
- Learning and Development
- Employee Assistance Program
- Training and Development Funds
- French Language Training

Human Resource Management and Labour Relations Division

- Human Resource Management
- Labour Relations
- Occupational Health and Safety

Administration, Corporate HRMS and Payroll

- Administration
- Payroll
- Human Resource Management System

Information for this annual update is based on the organization structure presented in Section 2.

3.1 Staffing Classification and Organizational Development Division

The Staffing, Classification and Organizational Development Division provides leadership and service delivery in the areas of human resource planning, recruitment, staffing, classification, diversity, French language training, learning and development, as well as employee assistance programming. The Division also coordinates Public Service Week, Employee Innovation Awards and the Long-Term Service Awards.

3.1.1 Staffing and Recruitment

3.1.2 Classification

3.1.3 Human Resource Planning

3.1.4 Diversity Management

3.1.5 Learning and Development

3.1.6 Employee Assistance Program

3.1.7 Training and Development Funds

3.1.8 French Language Training

3.1.1 Staffing and Recruitment

The staff of this section provide staffing services to the various government departments and Health PEI in accordance with hiring practices outlined in legislation, various collective agreements, and policy. The staff are located in various centres across the province including Access PEI sites in Summerside and Souris, both the Prince County and Queen Elizabeth Hospitals and the central office at the first floor Shaw Building in Charlottetown.

Our staffing consultants assist the employers in the selection of qualified staff using a process of candidate screening, testing (if required), interviewing, referencing and appointment to a position. They are also available to provide career advice and interview feedback to employees.

The selection process is based on a set of guiding principles:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills;
- objectivity, fairness and consistency guideselection activity; and
- confidentiality must be maintained by all staff involved.

Between April 1, 2012 and March 31, 2013 the Staffing Section processed a total of 2,525 job competitions (a 2% increase from the previous year), 32, 259 applicants (a 5% decrease from the previous year) and 2,362 appointments (a 3% decrease from the previous year) within the Civil Service and Health PEI. Approximately 80% of this activity was within the Health Sector.

The 2011-2013 Corporate Human Resource Plan developed by the Public Service Commission and the government departments referenced the need to research equivalencies in lieu of formal education, and a way to evaluate equivalencies that would work within the staffing and classification processes. It was thought that this approach would also encourage retention and career development for existing employees, and also improve recruitment.

During fiscal year 2011-12, the Public Service Commission completed a project which found that an equivalency model should be developed. A review of staffing models in other provinces and territories revealed that all jurisdictions except PEI allow for some form of equivalency in their staffing processes.

In late 2012, the PSC tested a draft equivalency framework involving all Civil and Health Excluded positions. The initiative was well received by employers, employees and others involved in the staffing process. UPSE (Union of Public Sector

Employees) expressed interest in this model. The PSC and the union agreed, through formal discussions, to introduce the model to Civil - UPSE competitions. Work on policy development, a communication strategy, and a HRMS tracking system were started during the 2012-2013 period.

As a result of government's three year fiscal management plan, the Public Service Commission needed to identify expenditure reductions. This was, in part, achieved through attrition due to anticipated retirements. The Staffing Section decided not replace one of the staffing consultant positions when a retirement occurred in June, 2012. This position was located in Montague and provided full-time staffing services to the eastern part of the province, with particular emphasis on Health PEI competitions. A strategy was designed that outlined how the work would be absorbed within current resources. The PSC has continued to provide direct service to the eastern areas but has managed it centrally.

3.1.2 Classification

The Classification Section is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for pay plans. The section also provides advice on organizational design and compensation.

The purpose of a job classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within our organization. The classification tool which is used is the Willis Position Evaluation System, which was adopted by the PSC through a joint committee of union and management representatives in 1990. This process is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

The Classification Section provides services to all departments of government in accordance with the *Civil Service Act*. Classification services are also provided to Health PEI, the regional school boards, PEI Liquor Control Commission and PEI Business Development Inc. under the Department of Innovation and Advanced Learning as well as other crown corporations and agencies.

There were 353 classification reviews completed by the Classification Section during the year (a 35% decrease from the previous year). Approximately 27% of this activity was for the Health Sector. Of the 353 classification reviews completed, twenty nine (29) of the positions were downgraded, of which eleven (11) positions were encumbered. The downgrading of encumbered positions was a result of organizational change and handled with extreme sensitivity by PSC and the departments' Human Resources Staff.

The Classification Section has experienced a trend in recent years of classification requests for many positions performing the same role submitted under one position questionnaire. In completing reviews of this type the PSC works with the departments to meet with designated representatives of the entire group, thus streamlining the review process during the initial stages of a review. However, the classification review process has become more complex in recent years, in that there has been an increase in meetings and discussions with department representatives, prior to issuing the final classification recommendation. Classification has also experienced an increase in classification appeals. Both actions have resulted in an increase in the volume of time spent on reviews this year.

There were nine (9) requests for classification appeal hearings during 2012-2013. One (1) appeal was "upheld" by the Classification Appeal Board and returned to the PSC for re-evaluation; six (6) appeals were "denied" by the Boards; and two (2) requests were withdrawn by the incumbents.

The Classification Section experienced a staff reduction, losing one (1) of its full time temporary classification consultant positions in July 2012 as a result of a personal relocation to another province. As part of government's three year fiscal management plan and the PSC's requirement to identify expenditure reductions, this temporary position was not replaced. The remaining staff complement consists of four (4) permanent

and one (1) temporary classification consultant positions.

The complexity of the review process in recent years, the increase in the number of appeals, and the decrease in the number of staff have all contributed to the decrease in the number of reviews that were completed during the year as compared to the previous year.

The section continued to partner in the Atlantic Benchmark Project, as described in previous annual reports.

3.1.3 Human Resource Planning

The Public Service Commission Business and Human Resource Plan (2011-2013) was completed with participation by all staff and consultation with departments.

The plan responds to the critical human resource issues that are facing the public service which include: current labor force and public service work force demographics, the importance of employee engagement for retention of employees, the need for ongoing learning and development of employees, increasing client expectations for complex and diverse services, and the shortage of human resources to meet expectations. Departmental human resource plans are expected to reflect this business plan while taking into account departmental operational realities and priorities.

As a result of the planning activities, the PSC focused human resource planning activities on the following four result areas:

- Improve capacity of the public service (skill, knowledge and talent)
- Increase employee and leadership development
- Improve employee and workplace health, safety and well-being
- Improve human resource legislation, policy, process and practices

Several integrated strategies were initiated to contribute to the results in the above stated priority areas.

The first of these strategies was to implement a performance management framework that would emphasize the concept of "performance managed daily" in addition to enhancing the current annual performance management discussion. A working committee was formed which consisted of three Human Resource Managers, the HR Planning Consultant and a Communications Officer. An employee with the Office of Justice and Public Safety participated in the committee as a special stretch assignment.

The committee developed the framework based on research gathered by a student during the previous fiscal year. Information included materials on the current status of performance management within the civil sector of the public service, a review of the current civil performance management policy, as well as the practices and tools used by various departments. The limited and inconsistent use of annual performance discussions across departments was noted by the committee. Further, to assist in the development of meaningful framework, a literature review and a pan-Canadian inventory were completed.

The objectives of the committee were: first, to compose a meaningful performance management policy; second, to develop relevant easy-to-use forms for annual performance discussions; third, to develop a communications and implementation plan; fourth, to implement the plan through the Human Resource Management group. The Deputy Ministers Council approved the framework in January 2013. It was launched in February 2013 through a half day training session with Human Resource Managers and the creation of a performance management page on the provincial intranet site which enabled all staff access to the policy and tools.

A review of the current performance management policy and tools was conducted by a summer student working with the PSC. Activities included a literature review as well as the development of a cross jurisdictional inventory. In addition each department was asked to report on the current practices and the extent to which

annual performance discussions were held with employees. This information was handed over to the working committee.

Another working group was struck to address the practices and documentation used across the public service and health sectors when an employee leaves the employment of a department. A new exit survey tool was designed to meet the needs of the departments. In addition, preliminary research was conducted by Information and Technology Services to determine the feasibility of automating the process and providing meaningful reports back to the department.

In the fall of 2011, all departments were directed to complete business management plans with the intent to develop strategies to address fiscal realities and the goal of a balanced budget by the 2015/2016 fiscal year. Due to the fact that a considerable portion of government's budget is allocated to salaries, there was an intensive analysis of the cost of human resources and how to reduce overall costs over the next three years. As a result of this planning initiative, a horizontal review was conducted on corporate functions and services. Beginning in early 2012, corporate functions such as human resource management, finance, budget and payroll were gradually migrated to a centralized model.

Employee Engagement

Research and experience demonstrates that the degree of employee engagement is linked to the retention of employees as well as improved organization results. Recognizing this important link, Prince Edward Island joined the Employee Engagement Inter-jurisdictional Team (EEIT) in February 2008. From its inception in 2006, participating jurisdictions have shared their knowledge and expertise in developing useful research tools and practical processes. Jurisdictions worked together to develop a methodology for bench marking as well as a protocol for pooling and sharing results in a confidential manner. In 2012/13 there were twelve jurisdictions that used a common employee engagement model with common questions.

In November 2012, the PSC led the third employee survey initiative with human resource manager representation from all civil departments. In 2012, the employee engagement score was 70.6 per cent. This is a decrease from both 2010, where the engagement score was 74.2 per cent, and 2008, where the engagement score was 71.3 per cent. This trend of rising, and then falling, engagement scores has been seen at both the national level, and in other jurisdictions.

Prince Edward Island used a series of 39 questions for the employee survey, in addition to a series of demographic and diversity questions. Of the 39 survey questions, 17 have shown improvement from the 2010 survey, while two have remained the same, 20 have declined, and there have been two additions since the 2010 survey. Generally, questions that have shown an improvement since 2010 are those that pertain to job fit and workload, direct supervision, recognition, and support. Questions that have remained neutral related to knowledge of how work relates to departmental goals, and a preference for remaining in the same department if offered a similar position elsewhere. Questions that have declined since 2010 pertain to learning and performance reviews, senior leadership and information flows, career development and pride in the organization.

In January 2013, the Deputy Ministers Council agreed to take both corporate and departmental action in the following areas:

- improve communication within departments and across the public service
- focus on providing meaningful feedback and having regular work discussions between supervisors and employees
- help public service employees to access training and development opportunities that will ensure the capacity of the public service as well as support career growth.

The Deputy Ministers Council also determined that strategies to respond to the results were to

be developed within departments, with support from the PSC. During the 2012/2013 fiscal year, individual departmental action plans were developed and implemented to respond the 2012 survey results. The action plans were rooted in human resources practices which are known to be foundational for high performing organizations as follows:

- having regular performance management discussions with employees
- providing learning and development opportunities
- supporting career development
- ensuring effective communication from leadership and throughout the organization.

The PSC supported departmental initiatives whenever it was appropriate.

Human Resource Metrics

The Corporate HR Planning Consultant continued to represent Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group (IMMWG). By the fall of 2011, the working group was able to report on 25 common human resource measures/metrics and to demonstrate trends for some measures/metrics that have been reported since 2006/2007 up to and including this fiscal year. These measures/metrics enable the participating jurisdictions to compare themselves against these indicators of HR performance and share best practices information.

In 2012/2013 the working group explored developing metrics in the Human Resource Service Delivery which included an inventory of human resource functions, the ratio of human resource staff to 100 employees, and the time to hire. Due to the diverse data definitions and collection methodologies, it was determined that it was not possible to report on these indicators at that time. The final report was presented at the 49th annual meeting of Chief Executive Officers of Public Service Commissions from across Canada which was hosted by Ontario in Toronto.

3.1.4 Diversity Management

The PEI Public Service Commission continued leading the government-wide diversity strategy and implementing diversity initiatives. Each department and agency has responsibility for diversity based on their mandate and the type of services they provide to the public. Therefore, the PSC continued to partner with departments and agencies in policy development and implementation, communication, learning and development, and departmental diversity planning to ensure the ongoing integration of diversity into the public service organization culture.

Work in the diversity management field is increasingly important because of changing population and labour force needs. This impacts on the public's requirements from government as well as the capacity of government to meet those demands.

Evidence of the changing provincial environment that are provided by the Statistics Canada 2011 census and the Province of PEI 39th Annual Statistical Review 2012 include:

- the total population of PEI in 2012 was 146,105 (July 1, 2012, preliminary), a 0.3% increase over the 2011 population;
- recent immigrants accounted for 3.5% of the Island population;
- 66% of the Island population growth was due to recent immigration;
- approximately 5000 people speak languages other than English and French in PEI;
- 863 immigrants moved to PEI between July 1, 2012 and June 30, 2013

Other sources further demonstrate the diversity of the province:

- 16.3% of the provincial population has a disability (Statistics Canada);
- 2012 PSC Employee Engagement Survey demonstrates 2.2% of employees identified as being a person with a disability (based on a 47% response rate)
- 1.7% of Island population are Aboriginal persons;

- approximately 1.7% belong to visible minority groups.

The Workforce Diversity Policy requires increased monitoring and reporting mechanisms to improve accountability. The PSC continues to assist departments to develop their diversity plans. Supports include diversity planning guidelines, evaluation criteria and report tools. The policy is posted on the PSC website, www.gov.pe.ca/diversity.

The Diversity Advisory Committee has responsibility for oversight of the government-wide diversity strategy. In addition, the committee advises the PSC on various diversity initiatives and programs. Last year, the PSC conducted a corporate wide consultation and a focus group meeting with the advisory committee. As a result, a work plan for 2012-2015 was completed. The plan includes the committee mandate, promotion of diversity training and education activities, monitoring and evaluation of diversity policy implementation, intended results and success indicators.

The PSC Diversity Program continued to provide services (internal and external) to individuals belonging to diversity groups by assisting in their job search and by providing information. Activities include: facilitating successful screening and hiring of candidates from diversity groups, providing information on the provincial hiring process within the public sector, explaining the targeted diversity hiring process, assisting diversity candidates with interview preparation as well as providing first hand experience with the public sector. Currently there are more than 700 people registered in the PSC Diversity Talent Pool.

Another pivotal responsibility of the Diversity Consultant is to maintain an up-to-date inventory of résumés from diversity candidates and to identify potential job opportunities in the public service. During this fiscal year, 100 individuals sought assistance from the diversity program. They included persons with disabilities, members of visible minority groups, recent immigrants, international students and aboriginal peoples.

In 2010, the PSC Diversity Program developed a series of diversity training modules to ensure employees and managers are aware of the value of diversity in the workplace and increasing diversity in our population demographics. The PSC continued to coordinate the delivery of these modules.

Number of Employee Participants Who Attended Diversity and Cultural Awareness Training

Year	Number of Participants
2009 – 2010	133
2010 – 2011	627
2011 – 2012	215
2012 - 2013	51
***Total** (as of April 2013)*	1026

The Diversity Consultant works continuously with communication staff and information technology staff to develop information materials and to update the diversity home page with current information and resources.

There were numerous initiatives to promote the value of diversity in the workplace:

The 2012 Annual Premier's Diversity Leadership Award was presented by Premier Robert Ghiz to mark the start of 2012 Public Service Week. These awards are presented each year to employees within the Prince Edward Island Public Service who demonstrate leadership in promoting diversity and inclusiveness in the public sector. Sheila MacLean, Physician Recruitment Coordinator with the Recruitment and Retention Secretariat of the Department of Health and Wellness, received recognition for all she has done to help internationally educated health professionals and their families feel at home in their new Island communities.

(Left to Right) Premier Robert Ghiz, Sheila MacLean, Physician Recruitment Coordinator from the Department of Health and Wellness, and Thilak Tennekone, Public Service Commission Diversity Consultant

The "Power of Change" program at Westisle Composite High School and its coordinator, guidance counsellor Amy McFeely, were acknowledged for efforts to discourage bullying by creating an understanding of the need for tolerance and acceptance within the school community.

(Left to Right) Premier Robert Ghiz; Barbie Barbour, Amy McFeely, Karen Milligan and George Kinch from the Power of Change Program; and Thilak Tennekone, Public Service Commission Diversity Consultant. Missing from the photo is Robbie Shaw and Melissa Keenan.

During the 2012 Public Service Week, a cultural diversity presentation "Showing Our Heritage and Celebrating Our Diversity" was provided for employees to demonstrate the increasing multi-cultural influences in the province. Approximately 250 employees attended the session.

The initatives to promote the value of diversity in the workplace were:

- The PSC launched the Diversity theme calendar "Celebrating Diversity in Our Public Service" to recognize the diversity in today's workforce
- The PSC Diversity internet homepage was created and launched to provide information and resources to employees, managers and the general public.

The PSC Diversity Consultant continued to participate in various other advisory boards, steering committees and working groups. For example, the Diversity Consultant supported and provided advice and expertise on initiatives such as International Credential Recognition and Assessment, Foreign Qualification Recognition, Internationally Educated Health Professionals project, Health PEI Leadership forum and sector councils.

Finally the Diversity Consultant continued to represent the Public Service Commission, by participating in many events that were hosted by various organizations such as multi-cultural community groups, ethno cultural associations, aboriginal organizations, service providing agencies for persons with disabilities, academic institutions, community colleges and municipalities.

3.1.5 Learning and Development

The learning initiatives delivered during the 2012/2013 fiscal year demonstrate the corporate commitment to learning and development for employees.

Learning in Partnership with Ceridian Canada

In keeping with the umbrella contract which Government negotiated with Ceridian Canada Inc., a statement of work was developed to provide training and skills development opportunities for members of the public service between September 2012 to June 2013. The PSC seconded the Corporate HR Planning Consultant to Ceridian on a part time basis to assist in the design and development of curricula that would be relevant to the public service sector context as well as operational needs. In addition, some programs were designed specifically for the health sector.

The Statement of Work for the full fiscal year included:

- *10 Program cohorts:*
  - *Communication - 1 cohort*
  - *Conflict Management - 1 cohort*
  - *Conflict Management Intermediate - 1 cohort*
  - *Service Excellence - 1 cohort*
  - *Fundamentals of People Management - 1 cohort*
  - *Innovative Leadership - 1 cohort*
  - *Negotiating Change - 1 cohort*
  - *Performance Management - 1 cohort*
  - *Supervisor Essentials - 2 cohorts*
- *42 half day open enrolment seminars and 8 full day sessions on many topics*
- *customized days - 10 full days and 8 half days were provided*
- *10 certification days for non-clinical staff for CPR, Workplace Hazardous Materials Information System (WHIMIS) and Non-Violent Crisis Intervention*
- *funding for a leadership training day*

Programming for the Health Sector included:

- 4 Program cohorts:
  - *Conflict Management - 1 cohort*
  - *Fundamentals of People Management - 1 cohort*
  - *Innovative Leadership - 1 cohort*
  - *Negotiating Change - 1 cohort*
- 85 days of training for: WHIMIS, CPR and CPR re-certification
- 5 training days for Non -Violent Crisis Intervention
- 7 customized days

The contract with Ceridian Canada ended on December 31, 2012. Therefore, Civil and Health employees were eligible to attend the learning opportunities from April 1, 2012 to the end of the calendar year. The statement of work was managed by the Public Service Commission. The Ceridian Advisory Committee, with representation from all departments, met monthly with the PSC and representatives of Ceridian Canada Inc. to provide feedback input for program development and/or enhancement.

In early January, 2013, the Public Service Commission began a major research and proposal project to develop a new learning and development framework for the civil sector of the public service. This project included a cross jurisdictional review, a literature review and inventory of current learning resources. Documentation of research findings and the development of the new learning framework extended into the 2013/2014 fiscal year.

Learning and Development for Succession Planning

In addition to the programs offered at Ceridian, two other programs were continued to prepare for the large number of retirements from the public service in the near future. These programs are intended to increase adaptability and develop public service excellence during the significant change and transition that will occur during the next three to five years.

"Insights Discovery" is a powerful learning system to help individuals better understand themselves and develop effective interactions with others. The "Insights Discovery" Profile introduces a common language within the organization that can help to improve interpersonal skills, team performance, and leadership. "Insights Discovery" has been used by teams within Government since 1999. During this reporting period, 119 employees participated in debriefing sessions that were delivered by seven Insights accredited facilitators who work within public service.

The popular three-part Retirement Program was offered again to provide employees with information about the emotional, wellness and financial aspects of the transition to retirement. This program is delivered as a partnership among the PSC, Canadian Revenue Agency, Service Canada, and private sector specialists.

Evaluation of Learning Opportunities

Evaluations of all of the learning initiatives are done on an ongoing basis. Feedback indicated that overall the opportunities met the needs of employees. In some instances, curriculum will be revised to better reflect public service requirements.

Partnerships in Learning and Development

Throughout the year the PSC represented the province at two federal inter-departmental tables that develop learning opportunities for public service employees. The partnership with the National Managers Community (PEI Region) and the Inter-governmental Learning Committee has yielded the delivery of well received learning workshops such as "Coaching: Changing the Conversation". Similarly the PSC continued to participate on the inter-jurisdictional Career Growth and Development Committee. The focus of that Committee was on identifying suitable learning and development strategies for senior executive and deputy minister level employees.

3.1.6 Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) was established in the early 1990's and has been embraced by employees, managers and department leaders in its services to Civil, Health and Education sectors. Operating for twenty two years the program continues to function under the direction of the EAP Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, assess program effectiveness and provide suggestions with the objective of continually improving program delivery. Committee membership is solid in their

commitment toward EAP program enhancement.

The mandate of the Employment Assistance Program is to assist employees and immediate family members in dealing with personal or work-related issues which affect their work life. The program also supports managers and directors in addressing personal and work related issues at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs.

During this fiscal year, EAP opened 490 new counseling files (an 11% decrease from the previous year) in addition to an active employee caseload of 475. The most common presenting problems were; marital/relationship issues (112) followed by family/children issues (68); anxiety/ depression (90) and job conflict (46). Employees and family members primarily access EAP through self referral (67.3%). Employer referrals consist of 19% of services while medical/physician referrals are 13.7%. Females represented 75% of clients while 25% were male. Fewer external provider requests occurred over the previous year from 129 to 104.

During the same period various workshops were provided to all sectors which included: Orientation to EAP, Supervisor Assisted Referral, Work/ life Balance, Stress Management, Change and Transition, Conflict Resolution, Grief and Critical Debriefs.

PSC and the EAP Advisory Committee have developed a work plan strategy to implement recommendations arising out of a formal evaluation of EAP that was completed by the Atlantic Evaluation Group in 2011. The work plan is a well defined strategy to achieve objectives including a review of the EAP Policy Handbook. In its final stage of publication, joint union and management membership will officially renew their agreement toward the commitment of EAP services to employees and their immediate family members.

A secondary recommendation outlined the need for efforts to be invested in program promotion. The objective to enhance the EAP website now provided program information including program principles, policy, access to the program resources, counsellors and staff contact details. We can be found at www.gov.pe.ca/psc/eap.

Over the past two years EAP partnered with Lifeworks providing employees with 24/7 toll free access to bilingual telephonic or in person counselling services and access to a variety of on line resources and services. The Lifeworks arm of EAP services expired February 28, 2013 as a part of the umbrella contract with Ceridian Canada terminated in December of 2012. EAP brochures have been reproduced reflecting present EAP services to employees and distributed to worksites in promotion of the program.

EAP hosted a National Meeting of teachers' counsellors during the period June 12 -15, 2012 to provide professional development, identify emerging trends in service delivery and create a network of support with colleagues. The meeting of 2012 successfully met these goals.

3.1.7 Training and Development Funds

This section provides administration services to both the Excluded and Union of Public Sector Employees Training and Development Funds. Despite the fact that there was a 4% decrease in the total number of applications as compared to the previous year, these funds continue to be a popular avenue for employees to access learning opportunities. These funds, $300,000 for the unionized fund and $100,00 for the excluded employees are available to both individual employees and groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has a representative approval committee in place with administrative support from this division. The percentage of approved applications for each fund is consistent with the previous year. The following table presents the application activity for both funds for this fiscal year.

Training and Development Funds Application Activity Summary		
Application Status	**Unionized Fund**	**Excluded Fund**
Application Approved	540	222
Application Denied	8	4
Application Withdrawn	97	37
Application Ineligible	14	3
Lack of Funds	0	6
Total Applications	659 *(7% decrease from previous year)*	272 *(3% increase from the previous year)*

3.1.8 French Language Training

The province engaged Collège Acadie Î.-P.-É. for a fifth consecutive year to deliver part-time French courses to civil service and health sector employees. Various skill levels from beginner to advanced were offered over three semesters in Charlottetown and Summerside, with 191 employee participants (an increase of 21% over the previous year) in attendance. The average time commitment per course is 33 hours over 11 weeks, with employees attending in the evening or over the lunch hour on personal time.

Based on the positive results of a pilot done in January 2012, the French Language Training Program (FLTP) expanded its offering of *Pour l'amour du français* - a blend of self study with a telephone tutor once a week. With the goal of building government capacity in French, and assistance from departmental HR and French Services Coordinators, employees were solicited from a target group having intermediate or higher levels in French, such as graduates of French Immersion. The program requires 30 to 40 hours of personal study per module. A total of 44 modules were successfully completed, with approximately 30% of participants going on to complete second and third modules. The Acadian and Francophone Affairs Secretariat provided support for the purchase of this training.

Other language support for bilingual employees was the continuation of a virtual network via a monthly newsletter about cultural activities taking place in the French community, tips for using French in the workplace and updates on legislation or policy. Informal lunches where participants spoke French, and short professional development courses were organized by French Language Training and promoted over the network. Over 200 employees subscribe to the Bilingual Employee Network.

French Language Training provides voluntary assessment of French language oral proficiency skills of government employees. New employees identifying French skills on their employment application were invited to come for assessment. Evaluation of French proficiency skills is mandatory for candidates being considered for bilingual designated positions. A record number of 72 oral proficiency interviews were completed in the year. About 40% of the assessments were the result of a HR initiative in collaboration with Health PEI to staff a new bilingual neighborhood at the new Summerset Manor in Summerside. French Language Training maintains the database of language assessments.

In collaboration with Acadian and Francophone Affairs Secretariat, French Language Training worked with PSC Corporate Services to develop the French HR Complement Report. French Language Training produces quarterly reports on bilingual designated positions and employees having bilingual capacity. As of March 31, 2013, there were 118 bilingual designated positions (a 35% increase from the previous year) in government including the health sector, with an additional 112 employees (a 46% increase from the previous year) evaluated at the intermediate plus level or higher working in unilingual positions.

In February 2012, a new section on the staffing of bilingual designated positions was added to the *HR Policy and Procedures Manual.* The coordinator spent the remainder of the year promoting the policy with key groups.

In March, French Language Training re-launched the *Bonjour* campaign using materials from Acadian and Francophone Affairs on the "Active Offer of Service". Bilingual employees across government received pins and desk signs indicating their ability to serve the public in English or French.

3.2 Human Resource Management and Labour Relations Division

The purpose of this Division is to provide senior level direction, leadership, coordination and advice in the areas of human resource management services, labour relations and occupational health and safety to all government departments. It is responsible for building harmonious and mutually beneficial working relationships that promote the well being and productivity of all employees. This is achieved through the advice, support and assistance that HR Managers provide within their service areas. The Division provides leadership in overall labour relations matters and collective bargaining processes while also ensuring that an Occupational Health and Safety Program is in place and that legislation is adhered to in all government departments.

3.2.1 Labour Relations

3.2.2 Administration

3.2.3 Human Resource Management Systems and Payroll

3.2.4 Occupational Health and Safety

3.2.1 Labour Relations

Labour Relations provides a variety of services on human resource issues. These services include:

- representing the Public Service Commission in collective bargaining within the public sector;
- providing assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees;
- developing and implementing, with the assistance of government departments, policies and programs consistent with organizational needs;
- providing labour relations advice and education;
- administering the cross-sectoral labour relations contracts with both Human Resources Associates Inc. (HRA) and McInnes Cooper.

During the fiscal year 2012 - 2013, the collective bargaining process continued for various public sector agreements.

3.2.2 Administration

This section provides guidance and leadership to corporate initiatives and activities including the development and management of the Public Service Commission budget. Advice is also routinely provided on a range of financial and administrative matters.

This section provides support to the various Divisions of the Public Service Commission in relation to finding technical solutions to support various HR business processes and also provides oversight and liaison with Information Technology Shared Services (ITSS) on various HR systems. In 2012/13 work commenced on an update to the Jobs PEI system. It is anticipated that updates to this system will be completed in FY 2013/14.

3.2.3 Human Resource Management Systems (HRMS) and Payroll

Corporate HRMS and Payroll provides a variety of services to the civil service, education and Health sectors.

Services include:

- managing the Health PEI, School Boards and civil service payrolls
- managing the Human Resources Management System for the civil service, education and health sectors

- providing advice on administration of the collective agreement between government and the Union of Public Sector Employees
- assist client organizations with business process design in relation to payroll, HR and time capture processes
- processing payroll and T4s for client organizations
- ensuring all payroll activities in compliance with Canada Revenue Agency (CRA) requirements
- reporting on human resource and payroll data
- provide support to users of the PeopleSoft HRMS

The Corporate HRMS and Payroll team meets regularly with civil, education and health sector user groups to ensure processes and systems continue to meet the needs of various organizations.

This group works with ITSS in the delivery of the HR portion of the InSite portal. The portal provides employee with online pay advices, leave balances, and personal information.

In fiscal year 2012/13, planning activities for the upgrade of the PeopleSoft Human Resource Management System continued. Upgrade activities will continue into 2013 and 2014. Approval was provided to upgrade to PeopleSoft version 9.2. This upgrade will allow the organization to move to a more current version. It will also allow for some improvements in business processes.

3.2.4 Occupational Health and Safety

The Occupational Health & Safety (OH&S) Section of the Public Service Commission continues to provide a variety of services and resources to all Provincial Civil Service Departments and work closely with each Department to ensure that we maintain a safe workplace for employees.

With an effective date of June 9, 2012 as outlined in the *Royal Gazette*, the Fall Protection Regulations of the *Occupational Health and Safety Act* were amended to include the requirement for the Employer to provide training in the use of a means of fall protection and maintain records of this training. As a result of this change, fall arrest / fall protection training has increased.

With the new amendments to Part 9 (First Aid) of the *Occupational Health and Safety Act* Regulations in January 2013, the OH&S Section has provided increased education sessions to managers and OH&S committees in an effort to assist them in understanding and implementing the new requirements.

There is continuous work to try and keep all of the OH&S Committees within the civil service active, updated and reviewed. All government departments' OH&S issues are directed through the OH&S section of the PSC.

There were eight hundred and sixty-five (865) employees (an increase of 45% over the previous year) who attended training sessions on a variety of topics such as: OH&S Committees and Representatives, Workplace Hazardous Materials Information System (WHMIS), Workplace Inspections/Accident Investigations, General Safety Awareness, Safety for Young Workers, Back Care, Hearing Education, Ergonomics, Confined Space Awareness, Traffic Control, and Fall Protection Awareness. Customized training sessions are offered by request and have become increasingly popular with departments.

The number of workplace accidents resulting in time lost from work was thirty-one (31), a decrease of 26% from the previous year. There were one hundred and fifty-four (154) employee Workers Compensation Claims reported. There were also seventy one (71) work station ergonomic assessments completed (a 25% decrease from the previous year) and recommendations were made for improvements

The following are statistics for other OHS activities:

Indoor Air Quality (IAQ) Assessments/ Tests	14	IAQ has become a major task as it involves employee interviews, walk through assessments, air testing, and follow up with outside companies as required. The number is down slightly from the previous year.
Workplace Inspections	21	Numbers indicate the change in reporting due to the PSC OH&S officer being encouraged to visit site following certain incidents.
Hearing Tests	291	Numbers are increased by 10% from the previous year.
Noise Level Testing	20	Department requests have been accommodated this year to try and meet legislative requirements.

Working with the departmental managers, we assisted forty-nine (49) employees returning to work: three (3) employees from sick leave, thirty-seven (37) employees from WCB leave, and nine (9) employees from Long-Term Disability Leave. This area continues to be a major initiative as we work to provide easeback and lighter duties in efforts to assist employees in our accommodation plans. There were eleven (11) open claims with Workers Compensation at the end of the fiscal year.

This year twenty- four (24) employees (an 8% decrease from the previous year) applied for Long Term Disability. Of this total, eighteen (18) employees had their claims approved (a decrease of 22% from the previous year) and six (6) claims were denied (an increase of 100% from the previous year) (Last year, there were 26 applications, 23 were accepted and 3 were denied).

4.0 PEI Public Service Commission and the *French Language Service Act* Progress Summary 2011-2012

The PEI Public Service Commission (PSC) supports government in building bilingual capacity in response to departmental human resource needs flowing from the *French Language Services Act.*

As of March 31, 2013, there were 118 bilingual designated positions across government, including the health sector, with an additional 112 employees evaluated as meeting provincial bilingual standards. About 90 % of employees in bilingual positions operate at advanced and superior levels of French speaking ability.

Evaluation of employees in bilingual designated positions is mandatory, but voluntary for bilingual employees in unilingual positions. Ratings are entered into the Human Resources Management System (HRMS) and maintained by French Language Training. Employees receive a certificate, bilingual desk sign, pin and information on the "Active Offer of Service". Supervisors are copied on the results.

A new report was developed through Corporate Services, entitled the "French HR Complement Report". Using this report, French Language Training was tasked to issue quarterly updates on the status of bilingual designated positions and bilingual HR. Under the new French Language Services legislation, departments will rely on these updates to develop business plans that integrate bilingual service according to priority community needs.

In 2011 - 2012, the Position Questionnaire, a detailed description of duties for every position, was modified to clearly identify bilingual designated positions. Policies were developed to track bilingual positions and bilingual individuals throughout the PSC staffing process. More work was done in 2012 - 2013 to promote these processes to key groups.

The PSC invites new employees having identified French as a skill on their employment application, to have a formal assessment of their spoken French. The importance of French language capacity in the province was highlighted during the employee orientation days facilitated by the PSC throughout the year. Over 70 oral proficiency assessments were conducted, significantly adding to the provincial bank of bilingual employees.

The Province contracted Collège Acadie Î.-P.-É. for a fifth year to deliver beginner, intermediate and advanced French language training to provincial government employees. With the help of Acadian and Francophone Affairs, PSC also offered employees of intermediate level French, a new program called "Pour l'amour du français". Between these two programs, a total of 235 employees from all government departments and the health sector participated. Having different program formats and levels has been beneficial in increasing bilingual capacity in government.

In addition, portions of the PSC website have been translated, both online and print job applications are published in both official languages, and postings for designated bilingual positions are advertised simultaneously in both languages.

There are five bilingual designated positions within Public Service Commission: a staffing officer, three administrative support workers, and the manager of the French Language Training Program.

5.0 La Commission de la fonction publique de l'Î.-P.-É. et la *Loi sur les services en français* Rapport récapitulatif 2012-2013

La Commission de la fonction publique de l'Î.-P.-É. appuie les efforts du gouvernement dans le renforcement de la capacité bilingue afin de répondre aux besoins des ministères qui découlent de la *Loi sur les services en français* en matière de ressources humaines.

En date du 31 mars 2013, il y avait 118 postes désignés bilingues dans l'ensemble du gouvernement et du secteur de la santé. À l'extérieur de ces postes, 112 autres employés répondaient aux critères provinciaux en matière de bilinguisme. Environ 90 % des employés qui occupent un poste bilingue possèdent des compétences orales en français évaluées au niveau avancé ou à un niveau supérieur.

L'évaluation des compétences linguistiques en français est obligatoire pour les employés occupant un poste désigné bilingue, mais facultative pour les employés dont le poste est unilingue. Les notes des évaluations linguistiques sont entrées dans le système de gestion des ressources humaines et maintenues par le personnel du Programme de formation linguistique en français. Les employés reçoivent un certificat, un petit écriteau bilingue pour leur bureau, une épinglette bilingue et des renseignements sur l'offre active des services en français. Les superviseurs sont avisés des résultats des évaluations.

Un nouveau rapport sur les ressources humaines francophones a été mis sur pied par la Division des services généraux. Le personnel du Programme de formation linguistique en français se sert de ce rapport pour produire des mises à jour trimestrielles sur l'état des postes désignés bilingues et les ressources humaines bilingues. Dans le cadre de la nouvelle *Loi sur les services en français*, les ministères s'appuieront sur ces mises à jour pour élaborer des cadres de planification qui intègrent des services bilingues selon les besoins prioritaires identifiés par la communauté.

Le questionnaire sur le poste consiste en une description détaillée des tâches de chaque poste. Celui-ci a été modifié en 2011-2012 pour identifier les postes désignés bilingues plus clairement. De nouvelles politiques permettent de tenir compte des postes et des employés bilingues tout au long du processus de dotation de la Commission. En 2012-2013, d'autres efforts ont été consacrés à la promotion de ce processus auprès d'intervenants clés.

La Commission de la fonction publique invite les nouveaux employés qui ont affirmé connaître le français sur leur formulaire de demande d'emploi à faire évaluer leur français parlé. Lors des séances d'orientation qu'elle donne aux employés au cours de l'année, la Commission a souligné l'importance de la capacité en français à l'Î.-P.-É. Les quelque 70 évaluations qui ont été effectuées ont permis d'alimenter la banque d'employés bilingues de la province.

Pour une cinquième année, la province a sous-traité le Collège Acadie Î.-P.-É. pour livrer des cours de formation linguistique en français de niveaux débutant, intermédiaire et avancé aux employés du gouvernement provincial. Avec l'aide du Secrétariat aux affaires acadiennes et francophones, la Commission a également offert un nouveau programme intitulé *Pour l'amour du français* ciblant les employés qui se classent au niveau intermédiaire. Un total de 235 employés des ministères du gouvernement et du secteur de la santé ont participé à ces deux programmes. Les différents formats et niveaux de programmes offerts permettent d'accroître la capacité bilingue au sein du gouvernement.

En outre, certaines parties du site Web de la Commission de la fonction publique ont été traduites. Les demandes d'emploi peuvent être faites dans les deux langues officielles, soit

en ligne ou sur papier, et les postes désignés bilingues sont affichés simultanément dans les deux langues.

Il y a cinq postes désignés bilingues à la Commission de la fonction publique : un poste d'agent de dotation, trois postes de soutien administratif, ainsi que le poste de direction du Programme de formation linguistique en français.

6.0 Appendices – Budget, Demographics and Statistics

6.1 Public Service Commission Budget

Public Service Commission Expenditures and Revenue			
Division	**Unaudited Actual 2012/2013**	**Budget *Revised* 2012/2013**	**Budget Estimate 2012/2013**
Expenditure Budget			
Management	$231,800	$244,500	$267,400
HR Management and Labour Relations	3,575,900	3,569,100	3,599,000
Staffing, Classification and Organizational Development	2,747,600	2,822,700	2,768,200
Administration, Corporate HRMS & Payroll	1,007,900	1,054,100	1,061,800
Total PSC Expenditures	**$7,563,200**	**$7,690,400**	**$7,696,400**
Revenue Budget			
Management	$0	$0	$0
HR Management and Labour Relations	0	0	0
Staffing, Classification and Organizational Development	642,300	635,200	642,300
Administration, Corporate HRMS & Payroll	$0	$0	$0
Total PSC Revenue	**$642,300**	**$635,200**	**$642,300**

6.2 Civil Service Establishment

as of March 31, 2013

Department/Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
			Employees				Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture	1	114	5	20	0	139	25	4	29	19	188
Communications PEI	0	25	12	1	1	38	3	0	3	11	52
Innovation & Advanced Learning	3	57	8	1	0	66	8	0	8	12	89
Education & Early Childhood Development	1	32	7	2	0	41	6	1	6	25	73
Employment Development Agency	0	2	0	0	0	2	1	0	1	1	4
Executive Council	6	9	12	0	0	21	7	0	7	16	50
Environment, Labour & Justice	2	309	62	53	1	425	36	13	49	90	566
Fisheries, Aquaculture and Rural Development	1	62	5	5	0	72	14	1	15	14	102
Health and Wellness	1	38	14	5	0	57	13	0	13	8	79
Liquor Control Commission	2	92	4	43	0	139	12	0	22	83	245
Finance, Energy & Municipal Affairs*	3	236	27	0	1	264	35	3	38	38	342
Public Service Commission	0	16	62	0	2	80	8	1	9	5	94
Community Services and Seniors**	1	262	32	23	0	317	11	3	14	60	392
Tourism and Culture	1	48	5	28	0	81	7	17	21	20	123
Transportation and Infrastructure Renewal	0	331	18	165	0	514	30	63	93	152	759
Treasury Board	0	52	52	0	0	104	13	0	13	16	133
Total March 31, 2012	20	1685	325	346	4	2360	229	115	341	570	3291
Total April 2, 2011	21	1728	294	449	3	2474	208	101	309	948	3752
Difference	-1	-43	31	-103	1	-114	21	14	32	-378	-461

Legend: FT = Full-time EXL FT = Exlcuded Full-time PT = Part-time EXL PT = Excluded Part-time

*includes Energy Corporation

**includes Interministerial Women's Secretariat

6.3 Age Profile – Classified Division (Civil Service)

Full-time and Part-time
as of March 31, 2013

Age	Male	Female	Total	Percentage of Total
Under 25	0	3	3	0.1
25 - 29	37	57	94	3.8
30 - 34	70	99	169	6.8
35 - 39	120	158	278	11.3
40 - 44	150	175	325	13.2
45 - 49	190	188	378	15.3
50 - 54	231	243	474	19.2
55 - 59	245	204	449	18.2
60 - 64	107	112	219	8.9
Over 65	61	18	79	3.2
Total	**1211**	**1257**	**2468**	**100.0%**
Average Age	**49.7**	**47.6**	**48.6**	

6.4 Length of Service Profile Classified Division (Civil Service)

Full-time and Part-time
as of March 31, 2013

Years of Service	Male	Female	Total	Percentage of Total
< 2	36	31	67	2.7
2 - 5	180	231	411	16.7
6 - 10	194	213	407	16.5
11 - 15	398	312	710	28.8
16 - 20	61	137	198	8
21 - 25	182	146	328	13.3
26 - 30	71	100	171	6.9
31 +	89	87	176	7.1
Total	**1211**	**1257**	**2468**	**100.0%**
Average Years of Service	**15.1**	**15**	**15.1**	

6.5 Separations – Classified Division (Civil Service)

as of March 31, 2013

Reason	Male	Female	Total
Retirement	54	38	92
Resigned	14	18	32
Dismissed	3	1	4
Deceased	0	3	3
Lay-off	14	2	16
Transferred to Affiliate (Health)	1	4	5
Total	**86**	**66**	**152**

6.6 Departmental Profiles – Classified Division (Civil Service)

Full-time and Part-time
as of March 31, 2013

Department	Male	Female	Total
Agriculture and Forestry	84	55	139
Communications PEI	15	23	38
Innovation and Advanced Learning	10	56	66
Education	10	31	41
Employment Development Agency	2	0	2
Executive Council	2	19	21
Environment, Labour and Justice	206	219	425
Energy PEI	2	0	2
Fisheries, Aquaculture and Rural Development	17	55	57
Health and Wellness	13	44	59
Liquor Control Commission	68	71	139
Finance, Energy and Municipal Affairs	160	70	80
Public Service Commission	10	37	45
Community Services and Seniors	70	247	317
Transportation and Infrastructure Renewal	434	81	515
Treasury Board	28	76	104
Tourism and Culture	80	108	188
Total	**1211**	**1257**	**2468**

6.7 Staffing Statistics

	Government	Health Sector	Total
Competitions			
Internal Competitions	337	2102	2439
External Competitions	8	14	22
Internal and External Competitions	16	48	64
Total Competitions	**361**	**2164**	**2525**
Number of Applicants	**6419**	**25840**	**32259**
Appointments			
Permnent Appointments	274	966	1240
Temporary and Casual Appointments	100	1022	1122
Total Appointments	**374**	**1988**	**2,362**

6.8 Classification Statistics

Location	Positions Classified
PEI Civil Service	198
Health Sector	144
Education Sector	7
PEI Liquor Control Commission	2
Other	2
Total	**353**

6.9 Occupational Health and Safety Statistics

Services provided to individual departments for April 1,2012 to March 31, 2013 by Public Service Commission, Occupational Health and Safety Section.

	Training		Workplace Inspections		Indoor Air Quality Tests		Noise Level Testing		Hearing Tests		Ergonomic Assessments		WCB Claims		LTD Claims Approved	
	Month	YTD	Month	YTD	Month	YTD	Month	YTD	Month	YTD	Month	YTD	Month	YTD	Month	YTD
Agriculture and Forestry		31		2		0		0		47		2		14		0
Community Services and Seniors		13		3		1		2		0		6		21		1
Education and Early Childhood Development		12		0		1		0		0		16		1		0
Environment, Labour and Justice		24		0		1		1		0		9		23		5
Finance, Energy and Municipal Affairs		5		0		0		0		0		7		6		5
Fisheries, Aquaculture and Rural Development		8		0		2		0		14		4		4		1
Health and Wellness		15		0		0		0		0		3		2		0
Innovation and Advanced Learning		2		0		0		0		0		8		3		0
Liquor Control Commission		21		0		0		0		0		0		10		0
Transportation and Infrastructure Renewal		530		16		3		9		188		5		77		5
Tourism and Culture		193		0		1		7		42		6		22		1
Public Service Commission		1		0		3		0		0		0		2		0
Others		10		0		0		1		0		5		1		0
Total		**865**		**21**		**12**		**20**		**291**		**71**		**186**		**18**